

Job title: Caretaker

Line manager: Caretaker Supervisor

Grade (if applicable): 7

Direct reports: None



Role purpose:

As part of a growing diverse organization Peabody employ over 4,000 people. A challenging role, adding significant value by providing excellent customer service across the organisation. The role requires the successful delivery of the scheduled Caretaker Services to residential blocks in your care. Working to an established cleaning schedule in both internal and external communal areas within Peabody areas of responsibility, achieving Peabody Gold Standard for Cleanliness.

Key results:

To provide excellent front line customer service by working in partnership with internal and external stakeholders to ensure our customers' needs are met, and the departmental/team objectives are achieved.

Success metrics:

To develop and maintain relationships with internal and external stakeholders in order to support our customers.

To assess clients' needs to ensure effective service delivery.

To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.

To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met.

To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.

To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties

To ensure high standards of cleanliness are maintained in the allocated areas.

To litter pick, sweep and remove rubbish of all kinds from the allocated areas

To ensure that service cupboards, storage areas and bin rooms are kept clean, tidy and accessible at all times.

To undertake any emergency cleaning which may be necessary to preserve standards of hygiene and Health and Safety of residents, visitors or employees.

To keep daily records of all tasks completed.

To assist in maintaining all communal fittings on a regular basis to insure correct operation.

To carry out internal communal area lighting checks and replace blown light bulbs as required.

To remove bulk from buildings and allocated areas and assist with bulk collections and disposal when required (non-Drivers).

To remove debris of any kind from gullies and drains to ensure all are clear and operational.

To carry out external horticultural ground's maintenance duties including but not limited to- hard surface maintenance, grass cutting, weeding, pruning, mulching keeping all grounds areas in a clean and tidy condition using a wide range of small tools and small equipment

To carry out and record daily visual inspections of all communal areas. Reporting any repairs for action or graffiti for removal. Escalating to the Team Supervisor where these have not been completed on time, to a satisfactory level or right first time.

To be the first point of contact and develop an effective professional relationship with residents, providing them with appropriate information and feedback regarding Caretaking enquiries. Or directing residents to the Neighbourhood Services Officer for non-Caretaking enquiries.

To establish, develop and maintain effective working relationships with work colleagues and training providers to ensure effective service delivery and successful completion of the apprentice scheme of any apprentice in your charge.

To liaise with the colleagues in the Warden and Neighbourhood Services Teams regarding matters of anti-social behaviour or safeguarding and vulnerability concerns.

To follow Peabody's Health and Safety policies and procedures to ensure as far as is practicable, your own safety and that of others in the workplace.

To look after and safety check any company issued equipment in your care, reporting equipment loss or failure to the Team Supervisor.

You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties

About you:

You will be:

- Capable of using your own initiative and working unsupervised
- Aware of the importance of good standards of appearance / presentation
- Aware of the importance of Personal Safety and lone working precautions

You will have:

- A good standard of basic literacy skills and communications skills
- Proven experience and ability to deliver excellent customer care and valuing diversity
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Ability to carry out all caretaker duties, including lifting and moving bulky items and working outdoors in all weathers when required as part of the role.
- The ability to work independently, exercising good initiative and judgement
- The ability to demonstrate good time management and prioritisation skills.
- The ability to work under pressure and meet deadlines and targets
- Experience of carrying out cleaning / caretaking services
- General practical skills
- Health and Safety awareness
- A solid working knowledge of COSHH
- Experience of providing a service to and liaising with the public